

MINUTES

JUDGES' PANEL OF THE MALCOLM BALDRIGE NATIONAL QUALITY AWARD

Baldrige Performance Excellence Program • National Institute of Standards and Technology
November 4–8, 2013 • Lecture Room E, Administration Building

Attendees

Judges: Jackie R. Beede, Kathleen Bergeson, Diane Bosworth, John Jasinski, Donald Lighter, Paige Lillard, Geraldine Markley, Sharon L. Muret-Wagstaff, Michael Sather, Sunil K. Sinha, John Swaim, Roger Triplett

NIST: Jamie Ambrosi, Dawn Bailey, Sandra Byrne, Jacqueline Calhoun, Jacqueline Deschamps, Mary Eastman, Robert Fangmeyer, Barbara Fischer, Ellen Garshick, Robert Hunt, Scott Kurtz, Tracy Phillips, Christine Schaefer, LouAnn Scott, Mark Shapiro, Suzanne Sullivan, Barbara Uglich, Nancy Young

John Jasinski, chair of the Judges' Panel, opened the meeting, welcomed the participants, and reviewed the agenda.

The minutes from the August 28, 2013, meeting were unanimously approved.

Mark Shapiro reviewed the judging process and responded to clarifying questions from the judges, with input from John Jasinski and Robert Fangmeyer, acting director of the Baldrige Program.

Following deliberations, the judges decided which applicants to recommend as recipients of the 2013 Malcolm Baldrige National Quality Award.

Site-Visited Organizations

- Week 1: 8 site visits in health care
- Week 2: 2 site visits in education, and nonprofit

Recommendations for the Award

- 2 health care
- 1 education

Recommendations for Category Recognition

- 2 health care (leadership)

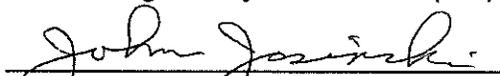
Meeting Debrief

The new judges noted the strength of the mentoring system, as well as the usefulness of the tools provided by experienced judges. All judges cited the value of robust discussions and the leadership of the chair of the Judges' Panel in encouraging and managing discussions. They noted that, in general, the site visit scorebooks showed improvement over previous years.

As opportunities for improvement, the judges noted the need for consistency among the site visit teams in documenting their work. They made specific suggestions for improvements to the Site Visit Review process and in the content and format of the June and August Judges' Meetings.

Robert Fangmeyer thanked the NIST staff members and the judges for their hard work and dedication, particularly departing panel chair John Jasinski and departing judges Jackie Beede, Kathleen Bergeson, and Jack Swaim.

The meeting was adjourned at 3:30 p.m., November 8, 2013.


John J. Jasinski, Chair

12/9/13
Date